

Grenfell Support News

Grenfell Health and Wellbeing Service users give their views

The Grenfell Health and Wellbeing service has asked service users to provide feedback on the treatments available to them.

Responses were received from 116 people who were asked to rate their satisfaction with their entry to the service, the venue of the service and the helpfulness of the assessment process. The average rating was between four and five out of five.

Ninety-four per cent of people said they felt involved in making decisions about their treatment. Visitors to the service were similarly positive about their confidence in the skills and ability of the service's therapists, with most rating the therapists between four and five out of five.

Sixty-six people provided feedback at the end of their treatment, with similar satisfaction levels to those surveyed at the start of their treatments. Visitors were asked how useful they found the therapy and how satisfied they were with the skills of their therapist. Average response to these questions showed even higher results, with most respondents answering five out of five.

When asked if they would recommend Grenfell Health and Wellbeing Service to a friend or a family member, 98.5 per cent responded yes.

You can find the individual responses to each question on the CNWL website bit.ly/2LYrqnl

The Service's Clinical Lead, Dr Alastair Bailey, said,

"This is one of the valuable ways we gather views on people's experience of the service and the quality of therapy they receive. Of course, not everyone wants to comment but all feedback helps other people know that the service is recommended by people who have used it and that can help them decide whether to contact us. It also helps staff know what patients think and that encourages best practice and also allows us to address problems. Every piece of feedback is always useful."

The Grenfell Health and Wellbeing Service offers free and confidential support for children and adults affected by Grenfell. The service is there for anyone affected by

IN THIS EDITION

- 2 Activities programme at The Curve Community Centre**
- 3 Love your local library**
- 3 £50 million approved to support recovery of North Kensington residents**
- 3 Al Manaar leave their mark on Memorial Mosaic**
- 4 Support services on offer**
- 4 Deadline extended for nominations to Grenfell Tower Memorial Commission**
- 4 Free and confidential debt advice**

Grenfell who feels traumatised, down, stressed or who has been bereaved. If you would like to access this service, visit www.grenfellwellbeing.com where you can self-refer.

You can also contact the team by calling **020 8637 6279** or by emailing grenfell.wellbeing@nhs.net

Housing plan which prioritises Lancaster West and Bramley House residents is approved

Residents who were living on the Lancaster West Estate and in Bramley House at the time of the Grenfell tragedy and want to move to a more suitable home in the area, will now have priority over empty homes on the Estate and in Bramley House following the approval of the Local Lettings Plan by the Council's Leadership Team.

The Local Lettings Plan will allow homes on the Lancaster West Estate and in Bramley House that are empty and available to first be offered to existing residents of the Estate and Bramley House who currently live in unsuitable accommodation, and wish to move.

There are a number of reasons why residents may wish to move including overcrowding, downsizing or because of medical reasons such as needing a home which is more accessible.

The draft Local Lettings Plan was supported by 81 per cent of residents when the Council consulted last year. Only seven per cent were against the proposals with 12 per cent not expressing a view.

The Council will now be writing to all those who are eligible to join the scheme with an application form and information on how to apply. Starting next week, an advisor from the Housing Opportunities Team will

also be based at Lancaster West Estate Office to help any residents with their application form and to provide any more information. Look out for posters at the Estate Office, and updates in the Grenfell Support and Lancaster West newsletters to find out when they are available.

Work has already started on bringing empty homes on the Estate and in Bramley House up to a high standard. Properties will only be let to residents once this work is completed.



Activities programme at The Curve Community Centre



Monday 14 January

- **10.30am–12.30pm** - ICT classes for beginners from NOVA with the opportunity to achieve a qualification (drop-in)
- **12.30pm – 2.30pm** - Job Search Workshop from NOVA. Support with online job hunting (drop-in)
- **5pm – 7pm** Homework Club for ages 11 to 18 with a qualified tutor (drop-in)
- **6pm – 8pm** - Functional Skills in English with NOVA. Contact Chrissy, booking required **020 7221 9836**
- **6.30pm – 7.30pm** - Zumba with Paula for ages 18 plus (drop-in)

Crèche: 9.30am–12 noon and 12.30pm–3pm

Tuesday 15 January

- **10am – 3pm** - Fouzia's Sewing Club. Drop-in sewing club for all, grow your skills, knit and natter
- **10.30am – 12.30pm** - ICT classes for beginners from NOVA with the opportunity to achieve a qualification (drop-in)
- **4pm – 5pm** - Shared Reading Group for adults and children. Contact Erin on **07483 972020** or **erincarlstrom@thereader.org.uk** to find out more. Open to all reading abilities

Crèche: 9.30am–11.30am and 12.30pm–3pm

Wednesday 16 January

- **10am–12 noon** - The Curve coffee morning. Come along for a coffee and a chat
- **10.30am–12.30pm** - CV workshop with Jasmine from NOVA. All ages welcome (drop-in)
- **1.15pm–3.15pm** - Drug and alcohol support session (drop-in)
- **4pm–7pm** - Girls youth group for ages 13 plus by Laura. Promoting emotional health and wellbeing
- **6pm–8pm** - Functional Skills in English with NOVA. Contact Chrissy, booking required **020 7221 9836**
- **6pm–7pm** - Free Cuban salsa class for beginners and improvers (drop-in)
- **7pm–8pm** - Free Cuban salsa class for intermediates and advanced (drop-in)

Crèche: 10am–12.30pm and 1pm–5pm



Thursday 17 January

- **10am–1pm** - Launch day for the free 12-week hairstyling course from Kensington and Chelsea College. Drop-in to register. First session: introduction to hairstyling, plating and more. Gain a qualification in hairstyling.
- **10am – 4pm** - Clarion Housing Group job search sessions open to everyone helping with job applications and CV writing (drop-in)
- **10.15am – 12.15pm** - Speaking with Confidence from Open Age. For speakers of English as a second language who want to improve their confidence (drop-in)
- **11.30am – 2pm** - Creative arts for adults with Jay. Come along and boost your creativity (drop-in)
- **2pm – 6pm** - Home Office. Help with immigration and passport issues (drop-in)
- **3pm – 5pm** - One Digital at The Curve. Learn how to access and enjoy the internet. For all abilities (drop-in)

Crèche: 10am–1.30pm and 2pm–3pm

Friday 18 January

- **10am–1pm** - Free 12-week hairstyling course from Kensington and Chelsea College. Drop-in to register. First session: introduction to hairstyling, plating and more. Gain a qualification in hairstyling.
- **11am–12 noon** - Zumbini, Zumba for children (drop-in)
- **4pm–4.30pm** - Learn Taekwondo for beginners aged four to six (drop-in)
- **4.30pm–5.30pm** - Learn Taekwondo for beginners aged six to 12 (drop-in)
- **5.30pm–6.30pm** - Learn Taekwondo, intermediate ability aged six to 12 (drop-in)
- **6.30pm–8pm** - Learn Taekwondo for teens and adults aged 13 plus (drop-in)

Crèche: 10am–12 noon and 12.30pm–5pm

Saturday 19 January

- **11am–12 noon** - Manhood Academy. A preparatory programme for boys aged eight to 12 of African Diasporan descent to build positive masculinity (drop-in)
- **2.30pm–3.30pm** - Free Cuban salsa class for beginners and improvers (drop-in)
- **3.30pm–4.30pm** - Free Cuban salsa class for intermediates and advanced (drop-in)



Sunday 20 January

- **11am–12 noon** - Learn Taekwondo for beginners aged six to 12 (drop-in)
- **12 noon–1pm** - Learn Taekwondo, advanced level for ages six to 12 (drop-in)
- **1pm–2.30pm** - Learn Taekwondo for teens and adults aged 13 plus (drop-in)

To book a place in The Curve crèche, call **020 7221 9836** or email **thecurve@rbkc.gov.uk**

The Curve Community Centre, 10 Bard Road, London W10 6TP

Opening hours Monday to Friday: 10am to 8pm, Saturday to Sunday: 11am to 6pm. Some sessions need to be booked in advance by emailing **thecurve@rbkc.gov.uk**. For a full list of events visit **grenfellsupport.org.uk/thecurve/events**

Love your local library

If you enjoy reading, writing and conversation in a relaxed environment, why not visit your local library? Not only can you read and borrow books, you can join in the stimulating conversation in a shared reading group, try your hand in games clubs, creative writing groups and even jewellery making classes.

For those who want to immerse themselves in the inspiring world of creative writing, the creative writing group at North Kensington Library is a welcoming

place for aspiring writers. They meet every other Thursday at **6pm**, with the next meeting taking place on **Thursday 17 January**. Attendees submit samples of their work to be discussed by the group who provide constructive feedback. The group leader will offer an informed assessment and advice for those who want it.

Take a look at all the regular events on offer at libraries across the borough on the Council's website bit.ly/2VJOUKE



£50 million approved to support Grenfell recovery

£50 million funding was agreed by the Council's Leadership Team on **Wednesday (9 January)** to support the recovery of those affected by the Grenfell tragedy over the next five years.

Councillors also approved an overarching Grenfell Recovery Strategy, which sets out the plans to support the bereaved, survivors and the wider community to build better futures for themselves and their families.

Since July, the Council has been co-designing a dedicated service with the bereaved and survivors to meet their needs. A service has now been set up in initial form with the full service to be up and running by April. The dedicated service will be at the heart of recovery for those most affected.

The Recovery Strategy also outlines how the Council will work with residents towards a community-led recovery. The plans have been informed by a wide range of engagement activity. Over 300 people joined the *Stronger Communities conversations* at drop-ins and workshops held around North Kensington last autumn. These sessions, along with the ideas shared on the Stronger Communities website, provided the Council with over 800 suggestions. Residents were able to choose the top 10 ideas they felt were most important at the Stronger Communities Ideas Day in November 2018. The way in which each idea will be taken forward is outlined in the Recovery Strategy.

For the wider community, in addition to ongoing support for those affected, the Council has committed to developing a community programme for the local area, which will ensure that existing strengths and talents within the community are built on. This will include a community leadership development programme, a grants pot for local organisations (with specific funding for the community priorities identified in the Creating Stronger Communities conversations) and plans for community spaces in the area.

Now that the Strategy and funding have been approved, we will be working with the local community to develop the community programme and the other ideas, as we have worked with the bereaved and survivors to co-design the Dedicated Service.

You can find the full Grenfell Recovery Strategy and supporting documents on the Council's website bit.ly/2ViyMGI

Al Manaar leave their mark on Memorial Mosaic

The latest mosaic petal for the Grenfell Memorial Community Mosaic has been completed by the Al Manaar community including staff and members of the Hubb kitchen, who generously provided food and ginger tea during the first workshop.

This, the seventh petal on the dynamic mosaic, features the word "together".

The petal will be installed at the base of Grenfell Tower on **Monday 14 January**.

The next group to create a petal for the mosaic will be the Rugby Portobello Trust.

For regular updates on the Grenfell Community Memorial Mosaic, follow ACAVA Flourish on Twitter www.twitter.com/ACAVAFLOURISH.



Support services on offer

Anyone who would like to speak to the police in relation to the investigation into the Grenfell tragedy is asked to contact the Met Police on **020 8201 2426**.

Important contacts

Grenfell Enquiries service

A one-stop shop for support, advice and guidance around Grenfell. For more information visit grenfellsupport.org.uk/grenfell-enquiries or call **020 7745 6414**.

Cruse Bereavement Care

Call the Freephone helpline on **0808 808 1677** or email helpline@cruse.org.uk. The helpline is open **Monday-Friday** from **9.30am to 5pm**. Extended hours Tuesday, Wednesday and Thursday evenings until **8pm**.

Replacement UK passports, visas or immigration queries

Call the Home Office advice line on **0300 303 2832**. The line is open 24 hours.

Air quality and smoke exposure

If you have concerns about any symptoms, see your GP and mention Grenfell. They will be able to direct you appropriately.

Housing support

If you have any questions about housing or want to find out who your housing officer is please call **0800 137 111** or **020 7361 3008**.

Victim support

Call **0808 1689 111** for practical and emotional support, or visit victimsupport.org.uk. The line is open 24 hours a day.

You can also get emotional and practical support at **The Curve Community Centre**. Call **020 7221 9836**.

YoungMinds mental health support

Text YoungMinds for free if you are a young person struggling with your mental health **85258**.

The **Grenfell Health & Wellbeing Service** is a free and confidential NHS service for those affected by Grenfell. Self refer at: grenfellwellbeing.com. If you need urgent help, contact your GP or visit your local A&E. In an emergency, always call 999.

Grenfell Tower and Grenfell Walk rehousing progress update

These are the figures for **10 January 2019**



Deadline extended for nominations to Grenfell Tower Memorial Commission

To allow more time for people to nominate themselves for the Grenfell Tower Memorial Commission, the closing date for nominations has been extended from **Sunday 16 December 2018** to **Sunday 20 January 2019**.

The Memorial Commission is being set up to develop a proposal for what happens to the Grenfell Tower site in the future and decide how the memorial site will be owned and managed in the long term. The Commission will also decide the most fitting and appropriate way to remember those who lost their lives in the Grenfell tragedy.

It will comprise 10 community representatives: five of these will represent the bereaved families, three will represent former Grenfell Tower and Grenfell Walk residents who lost their homes and two will represent the residents of the Lancaster West Estate.

Members of the Commission will be responsible for seeking the views of the local North Kensington community through its consultations. If you would like to nominate yourself, please contact the Memorial Commission secretariat at GTMCSecretariat@communities.gov.uk or call **0303 444 4831**.

Free and confidential debt advice

The Kensington and Chelsea Citizens Advice Bureau provides free, confidential and impartial advice on debt matters to people who live, work, or study in Kensington & Chelsea. Visit their website for more information and to find your nearest location: kensingtonandchelseacab.org.uk



Upcoming meetings – Residents welcome to attend.

Full Council –

Wednesday 23 January, 6.30pm, Kensington Town Hall

Grenfell Recovery Scrutiny Committee –

Wednesday 6 February, 6.30pm Kensington Town Hall

Overnight emotional support

The NHS Outreach Team is providing a targeted clinical service for those who feel that they require overnight support; this includes a dedicated phone-based mental health service throughout the night, with home visits for those who require it.

If you need to talk, anyone can call the night service on **020 8962 4393**, between **10pm** and **7am** seven days a week.